

# RECEIVED

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**Federal Communications Commission  
Office of the Secretary**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
06/05/05	Dialing Issue - Unable to dial regional 800 number	06/05/05	Technical support programmed corresponding local 10 digit number for regional 800 number so CapTel user can successfully make captioned call to regional 800 number. Customer was informed of the resolution and is pleased.
06/08/05	TTY customer states that the agent dialed the number, the phone rang 3 times then she just hung up on me. Apologized. No follow-up required.	06/08/05	Agent has been coached on never hanging up on a customer. If there is a problem with a call to always call a supervisor over so the call can be logged for future reference.
06/09/05	Inability for CapTel unit to reach data toll free #	06/14/05	Conducted test call and confirmed ability to receive a captioned call. Asked for more information on what her caller experienced when they were unable to connect with her. Offered possibility of evaluating and servicing unit if necessary. Never heard back
06/20/05	Dialing Issue - Unable to dial regional 800 number	06/21/05	We had to redirect the regional 800 number to the actual number. Contacted the customer and informed them. They were pleased and will let us know if they have any problems.
06/23/05	Customer has complained about garbling many times before. No problem with any other calls but the one from his mother in NC. When his mom calls him thru NC relay and a 9xxx agent takes the call there is always garbling. Trouble ticket: 61,912 Customer wants a call back when the problem is fixed	6/24/05	Unable to resolve complaint it seems to be a technical issue and a trouble ticket has already been opened. This is a LEC issue and Customer has been informed they need to contact their local phone company. We gave them our number if LEC had any questions. Customer will contact us if more issues arise. Customer is pleased.
06/23/05	VCO customer states she pressed her interrupt key and the operator ignored the interrupt and continued leaving the message and would not tell the party that she was on the line and allow her to place her call. Advised the customer that the interrupt was not coming through to C/S screen and maybe the agent did not receive it either. Apologized. No follow-up requested.	06/24/05	Spoke to the agent about the customer's use of the Interrupt key and its purpose. Agent understands the consequences of not following customer's requests.
06/23/05	Sound Quality - Static	06/23/05	Advised customer to send unit in to UTI for assessment and servicing.
06/29/05	Dialing Issue - Unable to dial regional 800 number	06/30/05	Made adjustment to allow dialing of regional number. I followed up with the customer and informed them of the adjustment. They will contact us if they have further issues. Customer is very happy with the services.
06/30/05	NC voice customer called in to customer service stating when she calls her mothers home telephone number she is reaching relay. The mother is not deaf and they do not need relay. I explained to the customer she needs to call her LEC to have them fix the problem. Customer said she has called her LEC and the Loc told her to call us. The LEC is Bell South. TT number is 94046. Customer would like us to call her back if we can figure out the problem.	07/27/06	This is a LEC issue and customer has been informed that they need to contact their phone company to let them know to the problems they are having. This is something that is beyond Sprint Relay's control. We told her when she contacted her LEC to have them contact us with any questions they may have. We gave her our number. Contact is closed.
07/01/05	Voice customer called in and stated that the operator he called into started cussing out the customer. Apologized and said that the situation would be looked into. Follow-up	08/01/05	As of 7/3/05 we do not have any of our relay agents assigned to the ID nbr. provided by the voice customer. Therefore this ticket is closed. Attempted to reach the

	requested by phone.		customer with no success. Have reached the customer on 7/26 @ 1415 and 1518 and 8/1 @ 1300.
07/11/05	Account Login Failure	07/11/05	Tech support activated account. Now able to use CapTel successfully.
07/12/05	VCO customer complained the agent hung up on her while trying to have conversation with daughter. The daughter stated agents tone sounded mad, agent was rude. Wasn't pleased. Apologized for inconvenience and assured complaint would be forwarded to appropriate supervisor. Customer wants a follow up ASAP.	07/12/05	This is not a valid agent ID. Contacted customer and explained that we need a valid ID to be able to follow up with the agent and do appropriate coaching. She appreciated the follow-up.
07/23/05	NC VCO user states that her first call with OPR 7728F was ok, on the 2nd call the OPR said the outbound person disconnected. After the call the outbound person called the VCO user and asked her what happened. VCO user thinks OPR hung up on the outbound or there is a problem with that OPR's equipment. Customer Service apologized to the customer. Customer would like follow up from the supervisor.	08/08/05	Spoke with agent about this call. The agent remembers having a call when they accidentally pressed the wrong key to connect the VCO customer but then the VCO customer disconnected when the agent tried to explain her mistake. The agent was notified to get a supervisor in the future if they have any problems on a call. Attempted to contact the customer three times. 8-1-05 at 12 pm: no answer; 8-2-05 at 2:45 pm: no answer; 8-8-05 at 9:45 am: no answer.  Called the customer a 4th time on 8-12-05 at 3:46 pm. I was able to reach her and I explained to customer that the disconnect was the agent's error and the agent had been coached on their duties as an agent. I discussed Relay with her and I explained how it worked and thanked her for contacting us. Customer was pleased with us contacting her.
07/27/05	Inbound VCO upset because she felt the CA had too many typos. Call was of a sensitive subject matter and felt the CA should have used extra precaution with their spelling.	07/27/05	It was a short call so I could still see what had been typed on the screen. There were a couple of words that didn't have spaces between them and one or two backspaces. The voice person used things like "I'll tell 'em" or "I'll have ta". The CA did as instructed in training by typing out exactly as heard. When I tried to explain that to the VCO user she felt I was blaming her outbound caller for our CA's poor spelling and said her outbound caller speaks perfect English. I apologized for any frustration and told her that I would follow up with the CA. CA followed policy so follow up was just a reminder to try to avoid typos. The customer was informed the agent was trained in typing out exactly as they heard things. The agent was coached on following the policy and reminded to avoid typos. Customer was satisfied.
07/31/05	A VCO customer says that for the past three or four days, whenever she gets an agent from the Lubbock center, the "line goes dead during the call." Apologized for inconvenience. Opened TT#227824. Follow-up requested.	07/31/05	The TT has been resolved, I have contacted the customer and spoke with her. She has had no problems with using her VCO services in the past several weeks. She has been very appreciative of what Sprint Relay has done for her in terms of providing her with Relay Services. She was satisfied.
08/09/05	"Were cussing at me and saying were going to kill me." No follow-up requested. Thanked the customer for letting us know. Also mentioned that we would forward this to the appropriate supervisor.	08/09/05	We currently do not have any of our CAs assigned to the above mentioned ID number. Therefore, we could not meet and coach the CA in question. Ticket is closed.
08/17/05	Customer reports garbled typing and suspects agents are typing slow on purpose. Has reported problem on numerous occasions.	08/17/05	Apologized, assured customer that agents try to type as fast as possible unless directed to do otherwise by a customer. Offered follow up with a technician to investigate further. Customer did not desire follow up. No further action possible.

08/26/05	Customer states she made a call and the call was cut off, operator told her party had disconnected. Customer called the person back and asked if they hung up and they said no, operator said you hung up on me. There is also some confusion on if it was a male or female agent. Apologized. Follow-up requested.	08/26/05	Spoke with customer on August 31, 2005 explaining the problem with the disconnects. She stated she had complained before and wanted a call back from a tech when the problem was fixed. I told her I was only aware of the complaint received in our center. She is from SC but said she reached TX but no longer had the agent ids. She stated she knows how to use Relay as do the hearing people she speaks to and feels Relay is at fault. I apologized for the inconvenience of the disconnect and she was satisfied and thanked me for calling.
09/20/05	Very important RX call. Operator started typing neatly but then became garbling during the call. Only happens for 7XXX operators. Please take care of this ASAP. Call occurred on 9/19/ @ 14:25. Thanked caller and assured her the information would be forwarded to supervisor and operator would be met with. No follow up needed.	09/21/05	Complaint was filed as a technical issue. Supervisor spoke with agent and reminded agent the importance of filling out a trouble ticket and notifying a supervisor when there are technical problems. No follow up needed
09/20/05	On a call that occurred on 9/19 @ around 14:30 operator started typing fine but then became garbling during the call. Please take care of this ASAP. Thanked caller and assured her the information would be forwarded to supervisor and operator would be met with.	09/27/05	Complaint was filed as a technical issue. This agent is no longer employed here, but in these sorts of situations the supervisor would meet with the agent and remind them of the importance of filling out a trouble ticket and notifying a supervisor when there are technical problems.
09/27/05	Customer Complaint: Speech to Speech customer called to report that he was unable to get through to the NC S2S number and had to hold for over ten minutes around 7:50 a.m. ET today. He finally had to hang up and try the call later. He said he kept getting the recording to hold for the next available operator. Customer Service Response: I apologized for the inconvenience and asked him to hold while I checked the traffic panel for S2S call centers. At that moment the traffic panel did not show any centers in hold. Thanked him for letting us know and told him the report would be sent to the account manager. No follow up requested.	09/27/05	No follow up needed. Customer service has discussed the issue with the consumer. We have had no problems and I checked our STS lines several times and they were answered promptly.
10/01/05	Customer called through 711 and asked to have a number dialed. Customer states the agent refused to dial the number, cussed at them and threatened them. Apologized. No follow up requested.	10/01/05	This agent number actually belongs to the workforce analyst that sometimes log on when staff is needed on the phones due to heavy call volume. She stated she does not remember this call and would never be rude to a customer. Customer did not request a follow up, therefore, no further investigation can be done.
10/05/05	Customer being scammed by callers using SRO to order merchandise with stolen credit cards. Customer feels this is making Sprint Relay look bad. Apologized for the problem, referred to FCC, explaining we are bound by strict guidelines and must process all relay calls. No contact wanted.	10/05/05	acknowledged the customer's contact
10/05/05	Captions Lag too far behind voice	10/05/05	I explained to customer how CapTel service generates captioning* and how they may document and report problematic captioning back to our Call Center for quality control. Customer was satisfied and real happy with their CapTel services.
10/18/05	Customer stated my instructions were for the agent not to announce relay just gender and give me a quick GA. This agent dialed the number and began announcing relay. I don't care what you have to do to stop this problem but please do something. Supervisor apologized for the	10/18/05	Agent does not remember the call. Reviewed the meaning of "no announce" with the agent and reiterated the importance of following customer instructions. The agent understands.

	inconvenience. Assured would pass this complaint on to appropriate supervisor. Customer wants a follow up and the best time to call is around 9 pm.		Spoke to customer at 9:05 pm on 11-3-05 and the customer was satisfied with the resolution.
10/25/05	Customer stated agent did not type any background sounds and she thinks it is very important to type background sounds. Apologized for the inconvenience and advised this complaint would be forwarded to appropriate supervisor. Follow up requested	10/25/05	Supervisor met with agent and coached the agent on the importance of typing background sounds on every call unless instructed to do so. Agent understands. Followed up with customer via phone 10/25/05 @ 10:00 am and explained it is the agents responsibility to type background sound on every call unless instructed to do so and the agent has been coached on that. Customer seemed satisfied and very thankful for the call back.
11/01/05	Customer Complaint: Caller reported that there was so many typing mistakes that she could not make out the message from the recording on her business call. She missed very important information due to typing errors. Customer Service Response: Apologized for the inconvenience and told her the report would be sent to the call center supervisor. Said she had spoken to one supervisor already. Customer does request follow up from the account manager. She can be reached anytime.	11/01/05	CA was coached to slow down and check or correct misspelled words. I contacted the customer and assured her we would be survey and helping the CA to spell better. I explained that the agent has been coached and her spelling has been tested. Thanked her for calling. Customer is satisfied
11/03/05	Captions Lag too far behind voice	11/04/05	After further investigation* could not find anything conclusive as to the cause of customer's experience* however* there may have been a possible technical difficulty at captionist's workstation. Customer also mentioned captions are sometimes too fast. I explained how CapTel worked and how the customer needs to tell the other party to slow down if they need time to read the captions. I thanked the customer for calling. Customer was satisfied.
11/18/05	NC Voice caller teaching class complains a # listed for Spanish Relay on www.relaync.com is incorrect. Thanked her for letting us know, explaining I will be sure to inform the NC Account Manager for correcting this. Customer does want contact.	11/18/05	I have contacted the customer and thanked them for bringing this to my attention. There was an error on the website which I have contacted my website administrator to have them correct the problem. I followed up with the customer and informed them of the correction. They appreciated hearing from me and I thanked them for informing me of the error.
12/13/05	Disconnect/Reconnect during calls	12/14/05	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Customer understood and was satisfied with the contact.
12/26/05	System Message: Ticket has been opened by customer for appending, but no text has been entered. Sub ticket closed by system. Operator told inbound voice that she had hung up. VCO said she did not hang up. Customer wants supervisor to follow up.	01/06/06	Attempted to call customer. Left message. Call was not returned. CA coached.
01/02/06	VCO caller concerned that most times when he calls to relay and gets the MN center, his caller ID is not sent. Trouble ticket # 947619 entered on this issue. Caller does not request call back.	01/02/06	Ticket issued. There system checks out fine. We did not find any errors. Customer does not want a call back.
01/11/06	Caller having problems completing a call gets constant busy signal. Apologized for the problem and opened TT ID 991678. Follow up required for problem resolution.	01/11/06	Contact to customer was made on a number of occasions and there was no problem linking to customer. No fast busy signal. If problem continues, customer will contact us again. We found no problems with the TT. No issues were present. Customer was pleased

01/18/06	NC VCO user complains when they asked to speak to the supervisor, the agent continued to ask them to repeat saying they could not understand them. Customer said agent had a lot of holding and delays making mistakes in the call. Apologized, explained I will inform the agent supervisor for follow up about this issue. Customer does want to be contacted by NC Account Manager about this.	01/18/06	Agent was coached on proper procedure and to ask for a supervisor when assistance is necessary. Forwarded to NC Account Manager for follow up per customer request. AM contacted customer and listened to what she had to discuss in regards to the problem she had with her VCO call. AM apologized for the errors the operator made. AM encouraged consumer to contact us if she had further problems with any of our operators. AM explained that the operator was coached on the errors. Customer was satisfied that we contacted her.
01/26/06	VCO customer reports agent dialed incorrect number VCO needed to repeat the number two separate times then finally typed number to agent. Agent dialed out to incorrect number because consumer did not enter the area code provided and only entered the seven digit number VCO customer states Relay failing in accuracy and service (apologized for problem encountered) Customer requests contact from AM. Internal Update performed.	01/31/06	Agent said that the VCO customer sounded very faint, and that she attempted to type the number back to her. Coached agent on having the VCO customer repeat the number or confirming the number by typing back. Spoke with agent. Agent said that the VCO user sounded very faint and the agent thought that she had repeated the number correctly, but she wasn't sure because she wasn't sure if she was thinking of the correct call. Agent was coached on getting the number again, paying attention in order to get the number the first time, and confirming the number before dialing. AM contacted consumer and explained to consumer the agent was coached and given additional training. Customer was satisfied.
01/26/06	VCO customer reports agent did not dial number requested agent kept asking VCO to repeat VCO finally hung up (apologized for problem customer reporting other agent for same reason advised customer to contact state equipment program where they obtained VCO phone may have intermittent problem with their equipment VCO customer requests complaint be filed) Customer request contact	01/27/06	The agent remembers not being about to understand a customer at one time. The agent was advised to get a supervisor in the future if she is having any problems. The agent understands. Attempted to contact the customer on 2-1-06 at 2 pm - no answer; 2-1-06 at 2:35 pm - no answer; 2-3-06 at 12:31 pm - no answer. Unable to perform follow-up due to no answer/no answering machine after 3 attempts.
01/26/06	VCO customer reports agent did not dial number requested agent kept asking VCO to repeat VCO finally hung up. (Apologized for problem customer reporting other agents for same reason advised customer they may have intermittent problem with their equipment suggested customer contact state equipment program where they obtained phone to check out their VCO phone customer requests complaint be filed) Customer request contact	01/26/06	Agent has been coached on using VCO to VCO services. I have tried to contact this consumer number of times and have had no success. Customer is aware of how to contact us.
02/02/06	NC VCO user complains VCO not working on some calls with her new TTY device. Customer upset that so many things go wrong with relay. Apologized, explained I would let the technicians know. Contacted NC equipment program to check her equipment, and entered TT 1108759 Customer does want contact from account manager with resolution.	02/02/06	Contacted customer and talked with her about her VCO phone. Her phone line has been branded as a VCO line and she should be able to use it fine. I gave her my contact information and encouraged her to contact me if she has any problems. I also encouraged her to contact Sprint Relay anytime she had difficulties and to record the operator's number. She was a nice customer and I have enjoyed working with her. This was one satisfied customer.
02/16/06	VCO customer's phone number is not appearing to Relay operator. Relay operator requests customer's phone number to be able to process call (apologized for problem encountered advised Trouble Ticket and complaint would be entered) T.T. 1184511 Customer requests contact	05/27/06	I explained to the customer this was a LEC issue and she needed to contact her local phone company to have them open up their gateway for the ID caller to go back and forth. I told her this was beyond our control. She understood. Consumer was satisfied with the resolution.
03/01/06	Customer Complaint: Caller reported that she voiced the number to dial but the operator asked to repeat. She revoiced the number again, but CA did not get it again, so then she typed the number to dial. She waited and waited for the call to connect, but the line disconnected. Customer Service Response: Apologized for the inconvenience and	03/01/06	Had discussion with operator and the customer was a VCO user and come in on the Voice line. The agent indicated there was problem with switching over to the VCO. The agent has been coached on the use of VCO. No follow up was requested.

	told her the report would be sent to the call center supervisor. No follow up requested.		
03/07/06	Voice person stated that she is a long time relay user using relay service on a weekly basis. She stated that this morning she had a relay call in which the agent relayed the call. She felt that the agent was extremely rude. Examples given were: 1-announced relay too fast, couldn't understand a word 2-couple time when the agent voiced the "GA", customer would think to herself and then the agent would said, "GA Do you know it's your turn to speak q" in a harsh tone. 3-the voice person stated that sometimes she talked to herself and she would be quickly bombarded with the phrases such as, "everything you say is being typed", "I'm typing everything you're saying" She wanted the agent coached.	04/19/06	Apologized to the customer for the inconvenience she has experienced and assured her that this will be forwarded to appropriated personnel for a follow up. Customer wish a follow up via phone.  Operator was coached on appropriate call handling. Followed up with customer via phone. I explained the agent has been coached and should do better. The customer was satisfied with us and appreciated us following up with her.
03/17/06	customer is calling into no relay and asking for a speech to speech opr ... lately oprs have been turning on the try updated customers profile to state he is a speech to speech opr and will inform the no relay to remind oprs how to handle speech to speech caller does not need call back	03/17/06	Customer must provide agent IDs so this issue can be corrected. I contacted the customer and informed them that the next time they had a relay call, and had some problems, to document the relay agent's number so we can follow up with them. The customer didn't realize that and indicated they would do that. Customer was pleased.
03/21/06	Operator hung up on TTY user before the customer had finished typing their message to be left on the answering machine.	03/21/06	Agent does not remember call. Agent acknowledged that hanging up on a customer while they are typing is not allowed. Customer did not request a contact
03/28/06	Echo Sounds - CapTel user hears	03/28/06	Shared tips with customer to reduce the occurrence of hearing their own voice echo. Customer was satisfied and indicated they enjoyed their phone.
04/05/06	Disconnect/Reconnect during calls	04/05/06	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence. Customer was pleased.
04/06/06	Customer said agent didn't type very well and had a lot of X's. Apologized to customer and said a contact would be filled out.	04/06/06	Coached CA to pace more frequently to assure accuracy. Customer did not request a follow up.
04/06/06	Customer said agent didn't type very well and had a lot of X's Apologized to customer and said contact would be filled out.	04/06/06	Coached agent on correct pacing procedures so errors could be minimized and would not have to use X's very often. Agent said keyboard was not working properly and would insert a space in the wrong spot.  Agent had some problems with her keyboard that have been corrected. I informed customer that there was a problem with the agent's keyboard and it has been corrected. Customer was pleased.
04/14/06	Disconnect/Reconnect during calls	04/17/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
04/17/06	Account Login Failure	04/17/06	CapTel unit's account was activated. Unit now operational. Customer is pleased and excited.
04/20/06	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on

			4/20/06. The problem was resolved at 1:52pm by CapTel technical support. Customer is happy to be able to use the phone again.
04/20/06	Service - General	04/26/06	Inbound call technical problem reported at 11:32 am on 4/20/06. The problem was resolved at 1:52 pm by CapTel Technical Support. Customer is satisfied
04/20/06	Service - General	04/20/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support. Customer is pleased
04/24/06	Service - General	04/24/06	Inbound call technical problem reported at 11:32 AM on 4/20/06. The problem was resolved at 1:52 PM by CapTel technical support. Discussed the system with the customer and they are happy to have it. Customer is satisfied.
04/26/06	Disconnect/Reconnect during calls	04/26/06	Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
05/01/06	Customer reports receiving a long distance call at 7:31 PM on 5/1/06. There were spelling errors. Customer has a printout of the conversation. Apologized. Follow up requested.	05/01/06	Met with CA and advised CA to slow down typing speed to help eliminate spelling errors. AM followed up with the customer and explained that the agent has been coached on proper speed as well as errors. Customer is pleased with Relay.
05/01/06	Customer reports spelling errors during a long distance call she received on 5/1/06 at approximately 7 pm. Apologized. Supervisor will be notified. Follow up requested.	05/01/06	Spoke with Operator about typing accuracy. Operator tested well above standards for accuracy. Called customer to apologize for their bad experience. Informed customer that we will look into possible technical issues with garbling. The customer was satisfied. Contributed it to a bad connection.